

VOLUNTEER COORDINATOR

GENERAL RESPONSIBILITIES

Serve as the staff liaison for volunteers at the Carroll County Farm Museum and assist in developing and implementing Museum programming designed to attract more volunteers and community involvement.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Act as a staff liaison with current Museum volunteers
2. Represent the museum at various community and regional events focusing on volunteer recruitment
3. Develop programming that attracts various segments of the community to the Museum with a goal of increasing overall community involvement at the Museum.
4. Develop, coordinate and schedule training for Museum Volunteers
5. Schedule volunteers for various Museum events including large festivals
6. Assist volunteers with a system that lets them easily track their volunteer hours
7. Develop a multi-faceted recognition program for Museum volunteers
8. Oversee volunteers so that they work to provide Museum visitors with exemplary customer service
9. Post information, file documents and maintain paper and computer records management/file systems for Volunteer Programs
10. Perform related duties as to specific assignments
11. Any employee may be identified as Essential Personnel during emergency situations
12. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
13. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. At least two years' experience in a customer service setting
3. Experience with volunteer coordinator or in a Museum setting preferred*

* A comparable amount of training and experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENT

1. Requires criminal background check as condition of employment
2. Valid driver's license
3. Requires flexible work schedule, including weekends and holidays

KNOWLEDGE, SKILLS AND ABILITIES

1. Strong customer service skills
2. Ability to deal with problems, multi-task and work independently
3. Use computer software programs and/or other applications